



State of Illinois
Illinois Commerce Commission
Service Quality for Telecommunications Carriers
Code Part 730.115
Quarterly Filing

Frontier Communications - Schuyler, Inc.
for quarter ending March 31, 2010

Performance Data	January	February	March	Quarterly Average
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	2.90	3.20	2.70	2.93
B. Operator Answer Time - Information [730.510(a)(1)]	3.16	3.72	2.71	3.20
C. Repair Office Answer Time [730.510(b)(1)]	17.00	16.00	24.00	19.00
D. Business or Customer Service Answer Time [730.510(b)(1)]	28.00	14.00	11.00	17.67
E. Percent of Service Installations [730.540(a)]	98.04%	100.00%	100.00%	99.35%
F. Percent of Out of Service Lines Repaired in < 24 Hours [730.535(a)]	100.00%	100.00%	100.00%	100.00%
G. Trouble Reports per 100 Access Lines [730.545(a)]	0.60	0.40	0.50	0.50
H. Percent Repeat Trouble Reports [730.545(c)]	0.00%	0.00%	0.00%	0.00%
I. Percent of Installation Trouble Reports [730.545(f)]	0.00%	5.88%	2.78%	2.89%
J. Missed Repair Appointments [730.545(h)]	0	1	1	1
K. Missed Installation Appointments [730.540(d)]	1	0	0	0

Comments



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